

Chief Network Officer (10N)

ADR/Mediation Handbook

Medical Center Directors (00)

1. Attached to this message, you will find the VHA ADR/Mediation Handbook that was produced by the VHA ADR Steering Committee, at my request.
2. This Handbook fulfills one of the charges I gave to the Committee last spring, when I asked them to devise an action plan for implementing ADR/Mediation at all VA medical centers, health care systems, and VHA Networks nationwide.
3. For those facilities that have no program in place, the Handbook will provide a step-by-step roadmap for implementing some variation of mediation easily and painlessly and in a short amount of time. For those facilities that have programs up and running, the Handbook will provide a reference and benchmarking tool.
4. The Handbook is provided to you in two separate electronic files. The first file contains the basic "Chapters" and provides the nuts and bolts of program design and implementation. The second file contains numerous "Appendices" and provides valuable supplemental information and resources. These two files *together* comprise the entire Handbook. The Handbook should be forwarded or made available to all individuals/groups at your facility who are responsible for the design, implementation, and evaluation of your ADR/Mediation program, including your labor partners.
5. It is the goal of the Committee to demonstrate that by the end of this fiscal year (2000), each facility has a program available for use by employees. Committee members will continue their charge by providing follow-up and evaluation of program status in each facility beginning in October 2000, and reporting their findings to me. They will also be available to assist those facilities, as necessary, in moving forward with program implementation.
6. Any or all portions of the Handbook may be downloaded for local use by your facility, i.e., sample policy statements, forms, checklists, etc. The Handbook portion contains 68 pages, and the Appendices portion contains 131 additional pages. Therefore, please ensure that any persons receiving and printing the Handbook have sufficient capacity on their personal computer and printer. Please note that the Handbook and Appendices have been created as a WORD document. This may result in some changes to the document's formatting due to specific default settings on individual personal computers. Should you experience any difficulties with settings, please contact your local IRM Service. In addition, the Handbook has been created in an attractive color scheme. Anyone who

wishes to print the document in black and white should do so by selecting “grayscale” from the printer “properties” menu.

7. I wish to thank the VHA ADR Steering Committee for their hard work in preparing the Handbook. Any suggestions or comments should be forwarded directly to any one of the members for their consideration. The Committee will be distributing a printed version of this Handbook in the near future and expects to provide future updates and supplements as needed.

8. If you should have any questions or problems with the attached documents, please call Nancy Martino at 704-638-9000, ext. 4064, or Catherine Baranek, at 704-638-9000, ext. 2886.

KENNETH CLARK

Attachments